to secure their computer systems and networks against hacking. CERT—in has also circulated security guidelines for securing websites to all Government organizations and published it on CERT-In website (http://www.cert-in.org.in). CERT-In also conducts regular security workshops for the system and network administrators of the Government, Defence, public sector and private sector organizations.

Failure of Speed Post Service

2236. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the reasons for the failure of the Speed Post Service in attracting adequate posts to obtain a good market share;

(b) whether it is a fact that the Speed Post Service did not earn a reputation for speed or reliability;

(c) whether any study has been done to obtain the causes of failure of the Speed Post Service in the country;

(d) what steps are proposed to ensure that the Speed Post Service becomes more efficient and reliable; and

(e) the details of measures proposed to improve the Speed Post Service?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Speed Post Service was started by the Department in 1986 to provide fast and time bound delivery service to the customers. It has been constantly growing which is evident from the revenue figures of past three years as given below:—

Year	Revenue (Rs. in crores)
2001-02	196.53
2002-03	243.01
2003-04	298.34

(b) No, Sir.

(c) Does not arise in view of (b) above. However, there is a mechanism of internal survey for measuring transit time and delivery efficiency of speed post, conducted on 1st and 16th working day of each month in Speed Post Centres. The reasons for delays, if any found, are analyzed and remedial action is taken.

(d) and (e) To improve efficiency and reliability of Speed Post Service various measures like periodical transit time and delivery efficiency surveys, internet based track and trace and web based grievance handling system etc. have been introduced. Dedicated Customers care Centres have been established for Speed Post to take care of complaints, grievances and queries of customers. A 'Quick Alarm System' has been put in place so that higher management levels are informed of operational aberrations and local deviations, and quick remedial action is taken.

E-governance

2237. SHRI T.T.V. DHINAKARAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government have initiated a pilot scheme for the spread of e-governance in the country;

(b) if so, the details thereof;

(c) whether any scheme related to e-governance has been launched/ due to be launched in Tamil Nadu; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) The Department of Information Technology (DIT) has initiated a pilot scheme aimed at spreading the benefits of e-governance to citizens in all parts of the country. One key component of this multi-pronged initiative is to identify and replicate major successes that have been achieved in some states. The specific success stories that have been identified on this basis are: